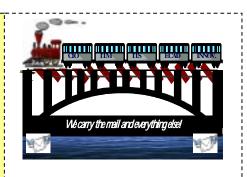
Chief Information Officer

Business Services

"MOVERS AND SHAKERS"



Team Roster

Nicole Boone Joy Burton Harry Feely Dee Goldsmith
Mary Haldane Joseph Miranda Paul Pesavento Tom Pestka
Rakesh Patel Carol Seifert Jennifer Sheffer Marguerite Roland
Michelle Washington

Performance Score

FSA Results

	2000	Q2-2001	Q4-2001	Q2-2002	Q4-2002	Goal	
Customer Satisfaction	72.9	74.2				74.4 (2002)	
(Scale 1 – 100)							
Employee Satisfaction	3.51	3.74				3.60 (2004)	
(Scale 1 – 5)							
Unit Cost	\$20.14	\$19.57				\$16.69 (2004)	
Integrity: Achieve a Clean Audit & Get Off the High Risk List							

Team Results

		2000	Q2- 2001	Q4- 2001	Q2- 2002	Q4- 2002
CUSTOMER SATISFACTION	ACSI	72.9	74.2			
Sittistite 1101	Customer Survey					
EMPLOYEE SATISFACTION		3.45	3.68			
UNIT COST Your Contribution			1.74		1.71	

Contributions Status

1. 90% or more of all Mod Partner contract actions performed by the COR from	
10/1/01-9/30/02 are within the established performance standards for timeliness.	
(Goal: UC, ES, CS)	
2. Ensure that each Clinger-Cohen Act Investment Management Phase (Select,	
Control, Evaluate) is implemented in FY02 (due date: 9/30/02). (Goal: UC, ES, CS)	
3. Ensure that all FSA Information Technology Investment Management Operating	
Procedures are followed during FY02 (due date: 9/30/02). (Goal: UC, ES, CS)	